

# Percent of METCO Loans Past Due 90 Days Economic Development



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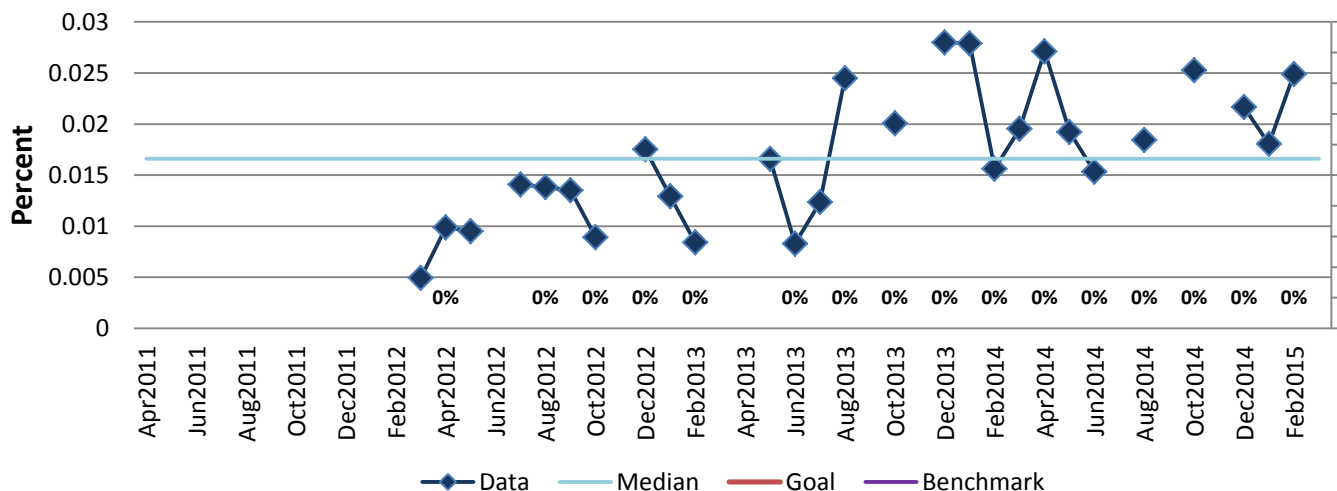
Process: Job Creation - Loan Repayment Rate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD  Benchmark: TBD	Data Source: Salesforce  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Number of loans past due 90 days divided by the number of total loans Why Measure: To track loans that are delinquent by 90 days Next Improvement Step: Identify a baseline and a target

## How Are We Doing?

Apr2014-Mar2015 12 Month Goal	Apr2014-Mar2015 12 Month Actual		Mar2015 Goal	Mar2015 Actual	
<b>TBD</b>	<b>2.13%</b>		<b>TBD</b>	<b>N/A</b>	
Percent	Percent		Percent	Percent	

## Percent of METCO Loans Past Due 90 Days



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.